

MEETING RENTALS – FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

CAN I TOUR THE PROPERTY WITHOUT AN APPOINTMENT?

No. The gatehouse will not provide complimentary access to the property without a scheduled appointment with a TNCA Events Coordinator. Please contact rentals@ncarboretum.org or 828-665-2492 ext. 235 to schedule a tour.

WHAT IS INCLUDED WITH MY MEETING RENTAL?

- 1 TNCA Events Coordinator on site during event to assist with facility logistics.
- Assorted tables and a choice of chairs (upholstered meeting chairs and natural wood folding chairs with padded seats available).
- Set up and break down of all TNCA owned tables, chairs and rental equipment.
- Complimentary parking.
- 8 hours on property – includes set up and break down time. Access for set up will be granted by 8:15 AM on the day of your meeting. All meeting rentals end promptly by 4:00 PM (Nov. – Jan.) or 5:00 PM (Feb. – Oct.) and all participants and organizers must leave the rental space by the end time stated on the meeting rental agreement.

HOW DO I SECURE A DATE?

In order to secure a meeting date, TNCA requires full payment of the total usage fee, site selection, guest count, as well as signed copies of TNCA's Meeting Rental Booking Packet.

TNCA accepts cash, check, American Express, MasterCard, Visa and Discover. Checks should be made payable to The North Carolina Arboretum Society.

WHAT IF I DON'T KNOW MY FINAL GUEST COUNT AT BOOKING?

A guest count estimate must be provided at the time of booking to determine event sites and rain plan location. TNCA will not hold sites until your guest count is finalized.

DO YOU HAVE LODGING RECCOMENDATIONS?

A TNCA Events Coordinator can provide an area list of lodging options.

WILL THE GENERAL PUBLIC HAVE ACCESS TO MY EVENT SITE?

Our property is open to the public during the following times:

November – March 8:00 AM – 7:00 PM, gate closes at 6:00 PM

April – October 8:00 AM – 9:00 PM, gate closes at 8:00 PM

TNCA Event Staff places appropriate signage surrounding your selected sites and monitors general public activity to ensure your event remains private.

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DO I NEED SPECIAL EVENT INSURANCE?

Liability Insurance is required for the event with a minimum coverage of \$1,000,000.00 required. The insured party must be the client being billed for the event. If you do not have a Certificate of Liability Insurance, coverage can be provided under TNCA's blanket policy for \$75.00.

FACILITY QUESTIONS

ARE PETS PERMITTED AT MEETING RENTAL EVENTS?

Only service animals, as permitted by law, are allowed in TNCA buildings. TNCA gardens and trails are dog friendly. Dogs must be on a leash at all times. Owners must clean up after their pets.

IS SMOKING PERMITTED?

TNCA facilities are smoke free environments. Smoking is permitted in designated areas only.

IS THE FACILITY HANDICAP ACCESSIBLE?

Yes, a TNCA Events Coordinator can provide a map of handicap accessible routes per your selected event sites.

CAN I LEAVE PERSONAL ITEMS FOR PICK UP AFTER THE EVENT?

No, all items must be taken off property directly following the contracted event end time.

TIMING/ARRIVAL QUESTIONS

AT WHAT TIMES CAN MY EVENT TAKE PLACE?

Meeting Rentals are available between the hours of 9:00 AM – 5:00 PM from February 1 – October 31. During TNCA's **Winter Lights Program** spanning November 1 – January 31 meeting rentals must end by 4:00 PM. Access to rental sites, both indoor and outdoor, for set up can be granted no earlier than 8:15 AM. The TNCA incoming property gate opens to the public at 8:00 AM.

CAN OUR EVENT END LATER THAN TNCA LISTED EVENT END TIMES?

Daytime meeting rentals must end promptly at 5:00 PM. Extensions require prior approval from a TNCA Events Coordinator and will be billed at \$100.00/half hour. Extensions are not available from Nov. 1 – Jan. 31.

WHEN WILL I HAVE ACCESS TO THE PROPERTY?

Meeting rental organizers are permitted on site for set up by 8:15 AM on the day of their meeting rental. All other meeting participants are permitted on site by 9:00 AM. Meetings must not begin prior to TNCA building opening time at 9:00 AM when the doors are unlocked to the public.

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HOW DO MY GUESTS GET THROUGH THE GATEHOUSE?

Your guests simply need to alert the gatehouse attendant they are visiting for your event and they will be permitted onto the property free of charge.

CAN CARS BE LEFT OVERNIGHT?

No. Overnight parking is not permitted on TNCA property.

VENDOR, RENTAL & DÉCOR QUESTIONS

DOES TNCA HAVE ONSITE CATERING?

We have a café on site that you could contact directly regarding your catering needs – Bent Creek Bistro, operated by The Colorful Palate Catering. Phone: (828)412-8584, Email: bcbistro@ncarboretum.org

WHEN WILL VENDORS HAVE ACCESS TO THE PROPERTY?

Vendors participating in Meeting Rentals will be granted access at the same time as meeting organizers, no earlier than 8:15 AM. Vendors will not be permitted on site prior to this time.

DOES THE ARBORETUM OFFER LINEN RENTALS?

No.